

**M E M O R A N D U M**

June 12, 2002

**TO:** Superintendents of Schools  
County School Superintendents  
Directors of Special Education  
Charter School Administrators  
Approved Private Special Education Facility Administrators  
Secure Care Settings Education Administrators  
Other State Agencies  
Others Interested in Special Education

**FROM:** Randy R. Lazar  
Dispute Resolution Manager  
Exceptional Student Services

**RE:** Solving Problems Informally Brochure

In accordance with [34 C.F.R. §§ 300.143] of the implementing regulations of the Individuals with Disabilities Education Act (IDEA), the Arizona Department of Education/Exceptional Student Services (ADE/ESS) Division must inform each public agency of its responsibility for ensuring effective implementation of procedural safeguards for children with disabilities and their parents. This has been done with the dissemination of the sample Procedural Safeguard Notice (SPED Memorandum Number 00-17 and 00-27) on October 25, 1999 and on January 20, 2000.

Our dispute resolution systems are discussed in the Procedural Safeguards Notice. In an attempt to provide more specific and updated information on these systems, we are providing you with copies of our recently revised *Dispute Resolution Packet*. These packets contain brochures on our mediation, state complaint, and due process hearing systems. We have now added a new brochure to the packet, "Solving Problems Informally". Included, you will also find camera-ready versions of the brochure insert, which you can use to make, as many copies, as needed. In addition, you can contact Ms. Theresa Schambach at (602) 542-3084 or Ms. Melody Winton at (602) 542-3085 to order the packets at a unit cost of \$1.69, which covers the cost of printing.

If you have any questions regarding dispute resolution, please feel free to contact, Ms. Theresa Schambach, Dispute Resolution Coordinator, at (602) 542-3084, or via e-mail at [tschamb@ade.az.gov](mailto:tschamb@ade.az.gov) or via facsimile at (602) 364-0641.